

Reporting and Incident Management Policy

1. Purpose and Aim

This policy establishes a clear framework for reporting and managing incidents that may occur during Coempowered's activities, particularly in the online learning environment. It ensures timely and effective responses to protect the safety, security, and wellbeing of all participants, staff, and volunteers.

Coempowered is committed to maintaining a safe, supportive, and accountable environment where concerns and incidents are managed transparently and professionally.

2. Scope

This policy applies to all individuals involved in Coempowered's programs, including:

- Staff and volunteers.
- Participants, including children, young people, and vulnerable adults.
- External stakeholders and partners.

Incidents may include but are not limited to:

- Safety concerns, including harm or potential harm to participants or staff.
- Technical issues affecting online activities.
- Breaches of policies, such as safeguarding, data protection, or the code of conduct.
- Disruptive or inappropriate behavior during online sessions.

3. Key Principles

1. Prompt Reporting:

- a. All incidents, regardless of severity, must be reported promptly to enable a timely response.

2. **Confidentiality:**
 - a. Incident details will be handled confidentially, with information shared on a strict need-to-know basis.
3. **Accountability:**
 - a. Coempowered takes responsibility for investigating and addressing incidents appropriately.
4. **Support and Transparency:**
 - a. Support will be provided to all parties involved, and outcomes will be communicated transparently while respecting confidentiality.

4. Procedures

4.1 Identifying an Incident

1. Types of incidents include:
 - a. **Safety Concerns:** Harm or potential harm to a participant or staff member.
 - b. **Technical Disruptions:** Issues such as loss of access to online platforms or inappropriate use of technology.
 - c. **Behavioral Issues:** Harassment, bullying, or disruptive behavior during sessions.
 - d. **Policy Breaches:** Violations of Coempowered's policies, such as safeguarding or confidentiality.

4.2 Reporting an Incident

1. **Immediate Reporting:**
 - a. Incidents must be reported to the designated Incident Management Officer (IMO) as soon as possible.
2. **Method of Reporting:**
 - a. Reports can be made via email, phone, or through an incident report form.
 - b. Include key details such as the date, time, individuals involved, and a description of the incident.
3. **Escalation:**
 - a. If the IMO is unavailable or the incident involves them, reports should be escalated to the Deputy Incident Management Officer or an appropriate senior staff member.

4.3 Response and Investigation

- 1. Acknowledgment:**
 - a. The IMO will acknowledge receipt of the report within two working days.
- 2. Assessment:**
 - a. The incident will be assessed to determine the level of risk and required response.
- 3. Action:**
 - a. Actions may include:
 - i. Immediate intervention to address safety concerns.
 - ii. Referrals to safeguarding leads or external agencies if necessary.
 - iii. Technical support for online platform issues.
 - iv. Mediation or disciplinary action for behavioral or policy breaches.
- 4. Follow-Up:**
 - a. All incidents will be documented, and a follow-up will be conducted to ensure the issue has been resolved appropriately.

5. Responsibilities

- 1. All Staff and Volunteers:**
 - a. Report incidents promptly and provide accurate information.
 - b. Cooperate fully with investigations.
- 2. Incident Management Officer (IMO):**
 - a. Oversee the reporting and management of incidents.
 - b. Ensure incidents are addressed in line with Coempowered's policies.
- 3. Leadership Team:**
 - a. Provide support and resources for incident management.
 - b. Review serious incidents and ensure lessons are learned.

6. Support for Affected Parties

- 1. Participants and Staff:**
 - a. Emotional support and resources will be provided to those affected by incidents.
 - b. Additional safeguards or adjustments will be implemented as needed.
- 2. Reporting Individuals:**
 - a. Individuals reporting incidents will not face retaliation or discrimination.

7. Record-Keeping and Confidentiality

1. Incident Records:

- a. All incidents must be documented, including the report, actions taken, and outcomes.
- b. Records will be stored securely and accessed only by authorized personnel.

2. Confidentiality:

- a. Details of the incident will be shared only on a need-to-know basis to protect privacy.

8. Compliance and Legal Framework

This policy aligns with relevant legal and organizational standards, ensuring compliance with safeguarding, data protection, and employment laws.

9. Contact Details

Incident Management Officer (IMO):

Name: [Insert Name]

Contact: [Insert Email/Phone]

Deputy Incident Management Officer:

Name: [Insert Name]

Contact: [Insert Email/Phone]

10. Review and Updates

This policy will be reviewed annually or as needed to reflect changes in legal requirements or organizational practices.